

MAR/APR 2008

Army Project Office

## DEERS/RAPIDS MONTHLY UPDATE

To: Site Security Managers, Super-Verifying Officials, & Verifying Officials

From: Army Project Officer

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This is series of monthly DEERS/RAPIDS updates focusing on matters of interest to Army SSM/SVONO's.

These updates are intended to provide up to date information and/or clarification of policy and procedural issues related your DEERS/RAPIDS operations.

### **Lost and Stolen ID cards:**

This guidance is only to be provided to sites as needed (it does promote a workaround that could be abused for conveniences when a person does not have required documentation). When an individual can get other identification replaced that should always be promoted. This guidance was drafted for those locations where that is not a viable option, primarily OCONUS and the AOR where it is most difficult to replace documentation.

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The following procedure should be exercised in DEERS for those emergency cases where Military, DOD Civilian and Contractor Personnel have had all documentation lost or stolen with no availability to replace and requires immediate reissuance of a Common Access Card (CAC):

1. When asked to select Primary Identification Document type, select DoD Sponsor ID. In the Document ID Number field, type, "Lost/Stolen ID reissue-Biometrics verified." For Issue Date, select today's date. For Expiration Date, select today's date.
2. When asked to select the Secondary Document ID type, select State-issued ID/Driver's License. For Issue Date, select today's date. For Expiration Date, select today's date (select the appropriate state).
3. Guidance is expanded with the upgrade to RAPIDS 7.2 PIV platforms which includes document scanning requirement. The verifying official should request the card recipient to provide a signed statement/affidavit that their ID was lost or stolen in order to be scanned for historical reference. A print screen of the verified segment may also be used.

It is important that above procedures are followed. If we process all replacement lost and or stolen ID cards with no documentation, DMDC can not audit or retrieve information data effectively.

**Initial Enrollment of Spouse in DEERS:**

The required documentation for the initial enrollment of a spouse is a valid marriage certificate, photo ID and if applicable a social security card for verification. Keep in mind, there is no legal requirement that a spouse take sponsors name at the time of marriage (Copy of the Birth Certificate is not required) however VO(s) may request additional supporting documents if validity of forms provided are in question. Reference located within the AFI 36-3026 (I), Chapter 2 section 2.4.1.2 and Attachment 5 Table A5.1-Rule 14.

**Power of Attorney:**

A valid general power of attorney is acceptable when sponsor is not present to sign for a family member's DEERS enrollment or ID card application. Reference located within the AFI 36-3026 (I), Chapter 2 section 2.4.1.2

**TA 180:**

The 2008 National Defense Authorization Act (NDAA) has promulgated four new Special Program Designator (SPD) codes. These new SPD codes (JFI-JFO-JEA-JEB) reflect the categorization of "combat-related" and will be utilized in the DD Form 214 of all Service members with disabilities incurred in a combat related operation.

As a result of the new SPD codes not being populated into the DEERS database, RAPIDS will not assign the benefits and entitlements necessary, VO(s) will experience invalid entries. Until further changes have been made by DMDC and the updated MILPER Message is published please contact the Army Project Office for assistance with eligibility.

**Disabled American Veterans:**

Although honorably discharged veterans have been top-loaded into the DEERS data base by the Department of Veterans Affairs there have been cases of a few veterans not displaying a record within DEERS. VO(s) may still manually enter eligible Disabled Veterans, in either case the proper paperwork which has rated sponsor as 100% disabled from service-connected injury or disease and a copy of the DD Form 214 for ID card issuance is required. *Additional policy guidance is also located in the NOV/DEC 2007 Army DEERS/RAPIDS Newsletter.*

**Appellate Leave:**

Former members on appellate leave and their eligible dependents are to be issued ID cards in one year increments; maximum eligibility not to exceed three years. Reference located within the AFI 36-3026 (I), page 95-97 Table 9.2-9.4. The former member must have a memorandum from their Army legal point of contact verifying they are still on appellate leave. The memorandum will be scanned into DEERS along with required forms of Identification.

**Teslin ID card issuance for Reserve/National Guard:**

It has been reported that Army Reserve and National Guard soldiers who upon completion of training are having their CACs confiscated and reissued a teslin ID card prior to returning to their units. Upon arrival and departure from Army installations for training, Soldiers shall possess a CAC and are not to be reissued a teslin ID card.

**State Agency Support Documentation:**

In order to determine the eligibility of a child born out of wedlock, VO(s) are to accept a court order that establishes paternity or the notarized voluntary state acknowledgement affidavit that determines dependency. Documents from family support division agencies such as the Department of Child Social Services are not valid forms of documentation used to enroll a child into DEERS unless the form specifically indicates it serves as a court order and is signed by a judge.

**Weekly Reports:**

**Attached is a copy of the weekly report.**

It is crucial that you submit a weekly Site Report of DEERS/RAPIDS related issues to the Army Project Office. Tedious as it may seem to send this report weekly, it is essential for this office as we are always collecting statistical data from the field for our Command and also for DMDC. In order to provide you service, we need to be made aware of the issues as they occur.

Please submit the attached form weekly to the Army DEERS/RAPIDS CAC Support Office:  
Fax: 703-325-4532 or email to: [sarah.donnelly@conus.army.mil](mailto:sarah.donnelly@conus.army.mil)

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I recommend you keep this email and all future monthly information updates as references in conjunction with information published in the Message of The Day (MOTD) on the Verifying Official Information System (VOIS) for DEERS/RAPIDS users. I hope this information is helpful to you.

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